

A large, light-colored graphic of a stethoscope is positioned on the left side of the slide, partially overlapping the text area.

Enhanced Care Management and Community Supports: Learning Session 1 Santa Cruz Providers

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Setting the Stage: Learning Session



- **This is YOUR time to learn from EACHOTHER**
- **Success depends on YOUR participation**
- **No comment or question is too silly, if you're thinking it, chances are someone else is too!**



TODAY'S AGENDA:

1. Updates from CCAH
2. Team Intros
3. Ice Breaker: Your Elevator Speech
4. Team Needs
5. Learning from One Another
6. What's Coming Up



LEARNING OBJECTIVES

Upon conclusion of today's learning session participants will:

1. Be able to describe members of the Alliance's ECM/CS Learning Community
2. Be able to name the key elements of an elevator speech
3. List at least two new ideas/strategies to help them meet the needs of ECM members
4. Will be able to explain activities related to the Alliance's ECM training program



Welcome & Updates

CCAHA

Jessica Hampton, ECM/CS Manager

- Enrollment Updates
 - SMI/SUD
 - High utilizers
- Activate Care and Workflows training

A group of four healthcare professionals (two men and two women) are seated around a table in a meeting room. They are dressed in professional attire, including scrubs and business suits. The image is overlaid with a teal color. The text "Team Intros" is centered in white.

Team Intros

Team Intros – Santa Cruz HSA

- Team Members (formerly of WPC-C2H)
 - Lynn Lauridsen- Program Manager
 - Jorge Duque- Case Management Supervisor
 - Craig Murray - Lead Care Coordinator
 - Olivia Vallejo - Lead Care Coordinator
 - Jennifer Bailey - Lead Care Coordinator
- Location: **Santa Cruz County Health Services Agency**
- How many patients: **currently 107 enrolled and 27 in process of outreach s & engagement**
- Fun fact about team (e.g what do you do as a team for fun)? **Happy Hour 😊**



Team Intros - ILS



Independent Living Systems,
California



How many members: ~2500
members statewide



Fun fact about team: We are local
but work 100% remotely



TINA OUEDRAOGO

COMMUNITY
OUTREACH
COORDINATOR



SUSAN LANE

CARE MANAGER



CALVIN TANG

HOUSING
NAVIGATION
MANAGER



CLOUDIN KHANLARY
CARE TEAM
MANAGER



ANITA GONZALEZ
REFERRAL MANAGER



YUN-SOOK NAVARRE
HOUSING
NAVIGATION
MANAGER



Team Intros – Front Street

Team Members

- Sylvia Soto-Housing Navigator & Tenancy Sustainability Coordinator
- Rebecca Cooper- Housing Navigator & Tenancy Sustainability Coordinator
- Megan Kilmer-Housing Navigator Mon-Thur
- Lindsey Pilkington-Community Services Manager
- Patrice Sovyak-Director of Community Services
- JP Butler-Vice President of FSI

Location: Potrero St, Santa Cruz

How many clients:

- Currently 72 Clients
- 57 Housing Navigation
- 15 Housing Tenancy and Sustaining Services



Front St. Inc.

Fun fact about your team?



Creating an ECM or CS Elevator Speech



What is an elevator speech?

Why do you need one?



Example: ECM Elevator Speech



Hello Mr. Gonzalez, my name is Danny and I'm a care manager here

I'm reaching out to you because I'd like to tell you about ECM, a new program you may be eligible for. This program might be very helpful to you, may I tell you about it?

ECM is a new program in California that assigns a personal care manager who meets with you regularly to help coordinate your services and make sure they are helping and that they line up with **your** personal care goals and preferences.

That's just what this program is aimed at helping with. Would you like to set up a time for us to talk a little more about the program and your needs, any maybe even begin the intake process?

Uh, OK. Hello.

Sure. I just have a few minutes though.

That'd be good, because my care seems kind of a mess right now.

That sounds good, Danny, thanks.

Practice: Create YOUR Personal Elevator Speech



Hello Ms. Veracruz, my name is XXX and I'm a care manager here

I'm reaching out to you because I'd like to tell you about ECM, a new program you may be eligible for. This program might be very helpful to you, may I tell you about it?

MUTE YOUR MICROPHONE! Use a pen/paper to write down a BRIEF elevator speech of your own. Then Practice Telling Ms. Veracruz out loud about ***YOUR*** ECM or CS Program

Uh, OK. Hello.

Sure. I just have a few minutes though.

Would any brave participants be willing to unmute and tell us what your elevator speech YOU came up with.

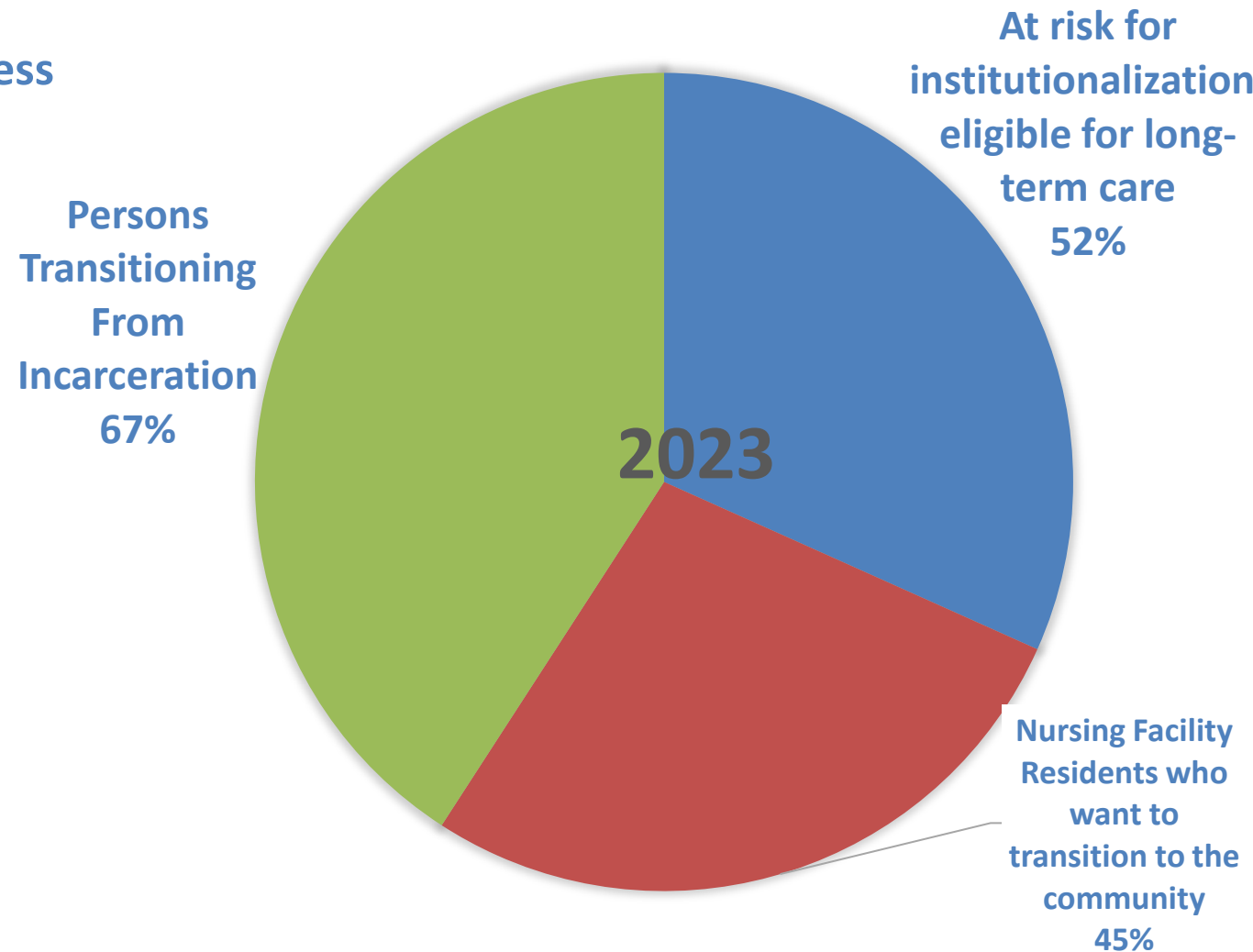
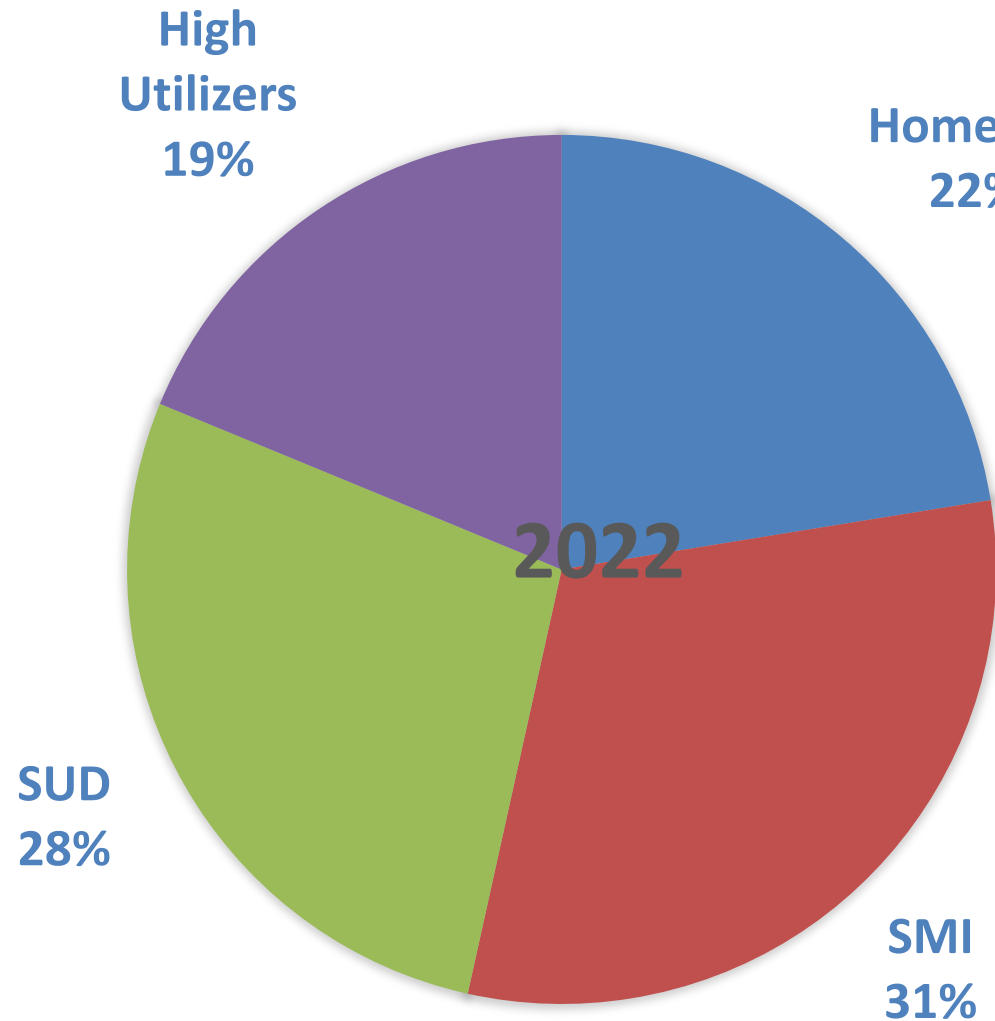




Team Needs Assessment

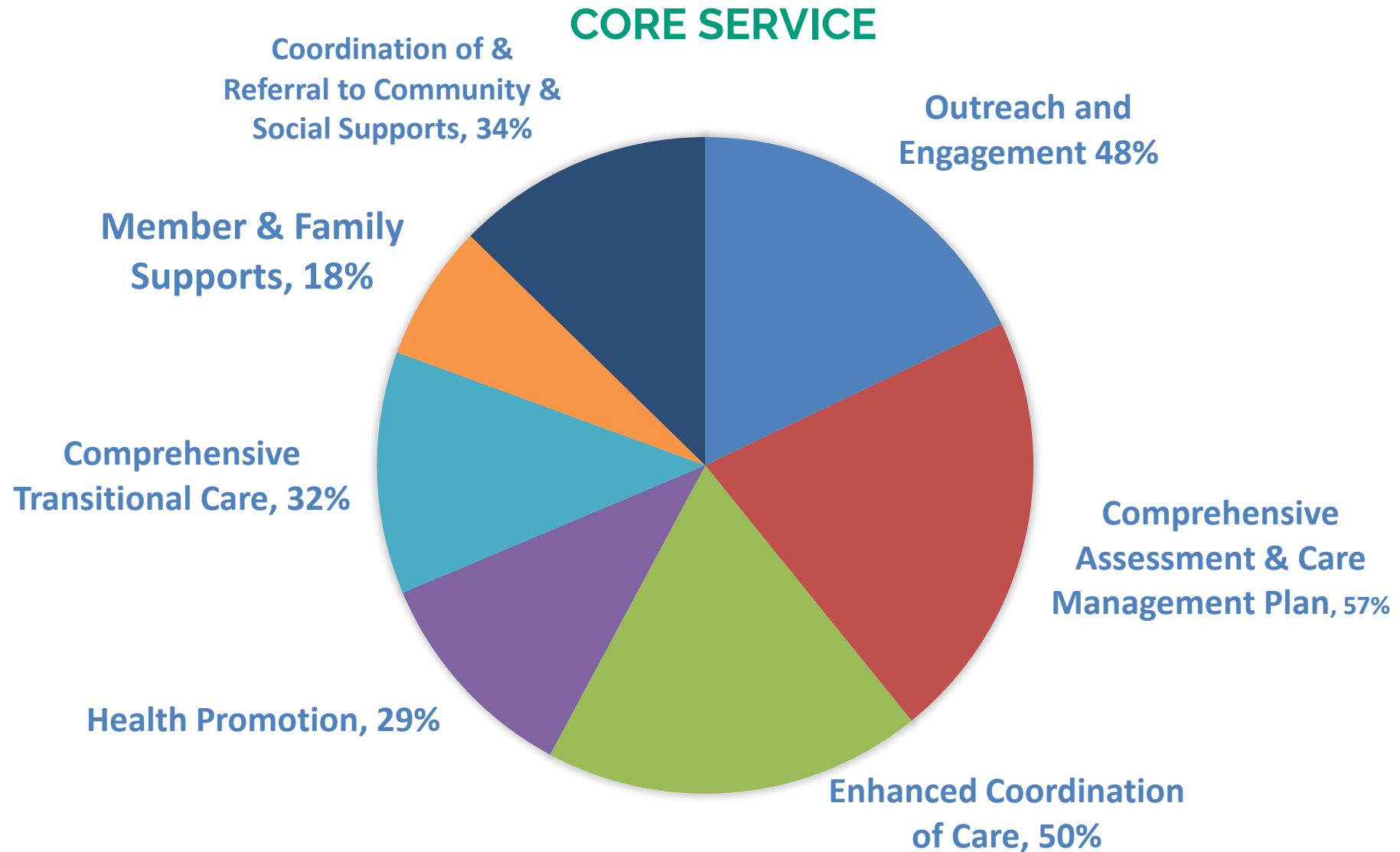
What we heard from the Needs Assessment

High Priority for Training/Support Populations of Focus



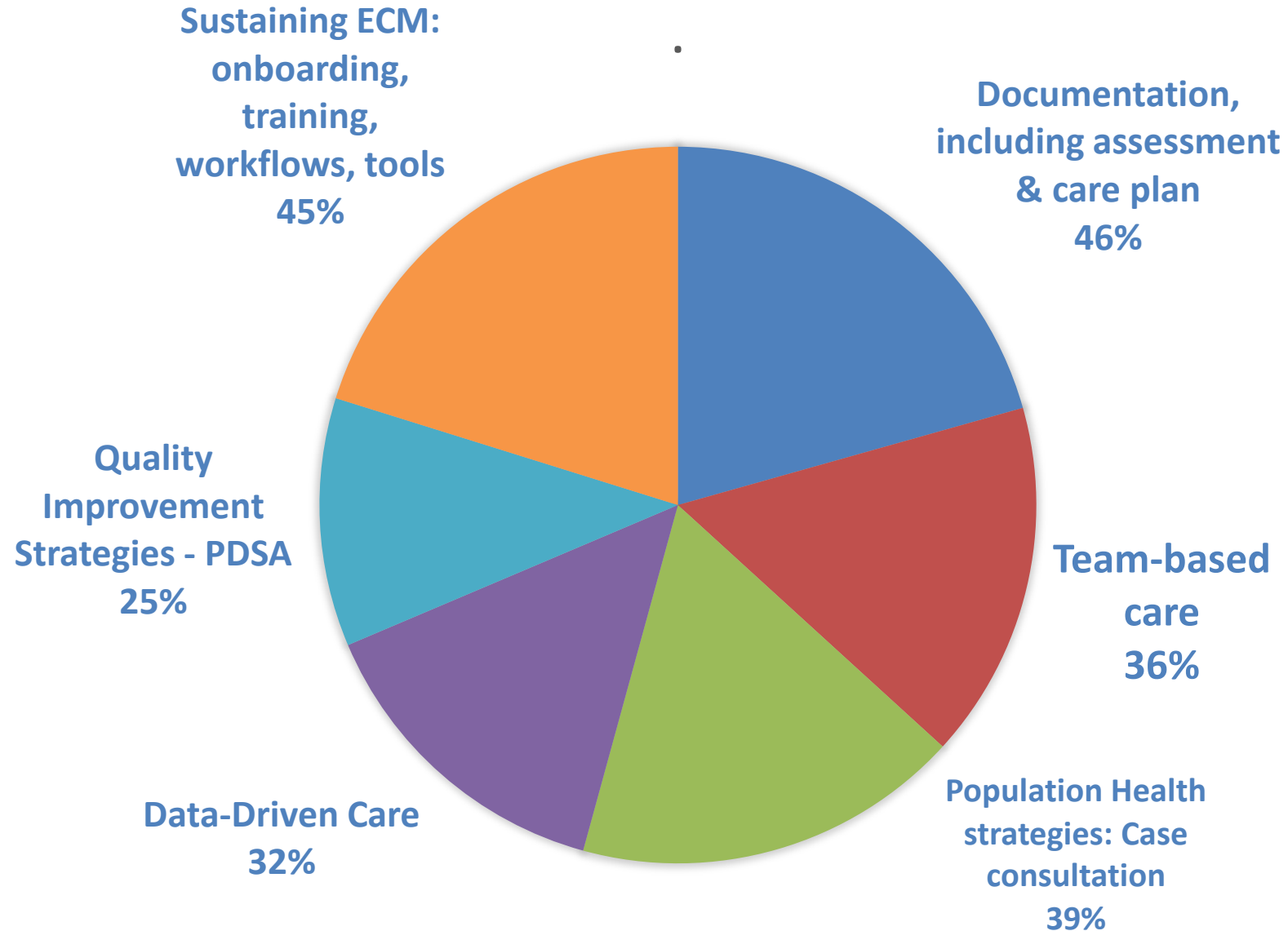
What we heard from the Needs Assessment

High Priority for Training/Support



What we heard from the Needs Assessment

High Priority for Training/Support



What we heard from the Needs Assessment

High Priority for Training/Support

Other Themes

Documentation and Referral Process

Mandated Reporting, HIPAA

Suicide Prevention

Activate Care: Data Training portal

ECM and CS Role Clarity

Trauma-Informed Care & Harm Reduction Approaches

Touring the system of care

Supporting Housing Sustainability & Access

Growing and Accessing the Long-Term Residential Resource

Teaching Healthcare navigation to our clients



Anything missing?



What we are hearing during Practice Coaching and Webinars



Activate Care



Reporting



Documentation



Communicating between systems



Referrals



Capacity and staffing challenges



Housing



Language and Terms



Chat in additional comments/feedback!





Learning from One Another

Break-out Discussion

- 1. What's new or different about ECM?**
- 2. What new processes or innovations has your team implemented to address these differences?**
- 3. What are your most common challenges?**



Break-out Discussion

Report-Out!



What's Coming

Our 4-Pronged Approach



Monthly Practice
Coaching



Bi-monthly Webinars



Quarterly Learning
Sessions



Activate Care Training



Webinar Topics

Core Services -
Care Planning &
SMART goals
(5/26)

Engaging with
complex patients

Team-Based
Care/Role Clarity

Social
Determinants of
Health

Health Promotion
& Enhanced Care
Management

Outreach &
Engagement

Assessment /
Reassessment

Transitions of Care

Referral
Management

Medication
Reconciliation/
Review

Quality
Improvement

Provider Self-Care

Supporting
Medication
Adherence

Serious Mental
Illness

Substance Use
Disorder



Q&A



Raise Your Hand or Chat In!



Before You Go...
Please Complete the Evaluation of Today's Session

Please Click on the Link in the Chat Box





From all of us...

